



**STATE OF TENNESSEE  
TENNESSEE COMMISSION ON CHILDREN AND YOUTH**

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**CHILDREN'S SERVICES COMMITTEE**

Montgomery Bell State Park  
Conference Room  
Thursday, November 2, 2006  
1:10 p.m.

**MINUTES**

Committee Members Present

Tim Goldsmith, Chair  
Marti Herndon  
Denise Hobbs  
Barbara Holden  
Trudy Hughes  
Charles Hutchins  
Susan Lawless-Glassman  
Diane Neighbors  
Sue Pilson  
Colonel J. A. Robbins  
Nancy Williams  
Jo Ann Yates

Committee Members Absent

Natasha Blackshear

Staff Present

Pat Wade, CPORT Director

Cyndy Banks  
Marietta Backus  
MaryAnn Beaty  
Michael Cash  
Steve Chester  
Susan Cope  
Fay Delk  
Jennifer Hargis  
Peggy Haynes  
Pam Kirkpatrick  
Frances Lewis  
Sukti Maldas  
Faye Mangrum  
Rosie McLeod  
Gerald Papica  
Steve Petty  
Cheryl Sahlin  
Sheryl Sweat

Tim Goldsmith, Chair, called the meeting to order at 1:10 p.m. Goldsmith requested introductions since new Commission Members were present.

I. Approval of July 2006 Minutes

**MOTION: IT WAS MOVED (HUGHES) AND SECONDED (LAWLESS-GLASSMAN) TO APPROVE THE JULY, 2006 CHILDREN'S SERVICES COMMITTEE MINUTES.**

II. Ombudsman Update

Papica referred to the Ombudsman Caseload Summary, Caseload Demographics and referrals, active and inactive, and the overview for FY 2005 – 2006.

Papica explained the difference between the TCCY Ombudsman and the DCS Ombudsman program. The Tennessee Commission on Children and Youths (TCCY) Ombudsman Program is an independent as well as impartial, external problem resolution mechanism for children in the custody of the Department of Children's Services (DCS) or placed in the DCS kinship care/relative caregiver program. The DCS Office of the Ombudsman is an internal voice for citizens who believe they have been treated wrongly or unfairly by a government agency. Established in 1996, the TCCY Ombudsman Program adheres to the United States Ombudsman Association standards, including a credible review process, confidentiality, impartiality and independence. In 2004, the DCS Special Operations Unit (administrative and personnel issues) changed its name to the DCS Office of the Ombudsman. Referral-wise, DCS ombudsmen usually conduct management or investigative functions assigned by the Commissioner or Deputy Commissioner. TCCY's Ombudsman Program receives referrals directly from parents, children (if age appropriate), foster parents or caregivers, case managers, legislators, juvenile courts, child advocacy agencies, service providers, and other stakeholders.

III. DCS Collaboration Update

Wade gave an update on the CPORT/DCS collaboration. CPORT/QSR reviews completed since the last Commission meeting included: Davidson, Mid-Cumberland, Hamilton and Knox. Each of the regions improved in their overall results for Child and Family Status and System Performance. Wade thanked commission members Jo Ann Yates, who participated in the Hamilton County review, and Trudy Hughes for participating in Knox. Hughes and Yates provided a brief overview of their "shadow" experience.

Wade provided a brief explanation of the process and the review week for new commission members and invited all commission members to participate as their schedules would allow.

Wade and other CPORT reviewers discussed some of the positive impact QSR has had on the culture in DCS, most of which relates to learning and understanding best practice principles. There is still a need to apply the same practice principles to the children in juvenile justice.

#### IV. Federal Funds for Adoption

Wade and Tim Goldsmith announced the recent reward of \$1.528 million in adoption incentives to the Department of Children's Services because of the dramatic improvement in the number of the state's foster children who have been adopted. The award was from the U.S. Department of Health and Human Services.

#### V. Relative Caregiver Program

Wade provided an overview of the Relative Caregiver Program. Commission member Hobbs provided an update of the Relative Caregiver Program in her region.

#### VI. Multi-Level Response System (MRS) Update

Wade provided an overview of the current status of the MRS as was reported to her at a previous meeting of the Children's Justice Task Force. The MRS three-track service delivery for abused and neglected children began a pilot program in Dyer County, then Bradley County. The MRS delivery system appears to be working in reducing children coming into state custody; has assisted in identifying community resources and is creating local advisory committees to discuss, review and share information for the support of MRS. Commission member Williams had also heard the same report and supported the positive outcomes occurring in the region. Plans are to expand MRS across the NW region by December 1, 2006.

Commission member Hughes discussed some concerns regarding MRS in her area suggesting the need for a presentation on MRS from the Department of Children's Services.

**BY CONSENSUS, THE COMMITTEE RECOMMENDS THE COMMISSION WRITE A LETTER OF INVITATION TO DCS COMMISSIONER VIOLA MILLER REQUESTING A KNOWLEDGEABLE REPRESENTATIVE TO SPEAK REGARDING MULTI-LEVEL RESPONSE SYSTEM (MRS) TO THE FULL COMMISSION AT THE FEBRUARY MEETING.**

#### VII. Other Business

Wade invited the committee members to participate in the QSR when scheduled to be in their respective regions.

There being no further business, the meeting was adjourned at 2:30 p.m.

Minutes submitted by

Minutes approved by:

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Pat Wade, Director  
Children's Program Outcome Review Team

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Tim Goldsmith, Chair